

**METHOD AND SYSTEM FOR ENABLING WORKERS TO COMMUNICATE
ANONYMOUSLY WITH THEIR EMPLOYERS**

ABSTRACT OF THE DISCLOSURE

Workers access the system, for example, by telephone, web browser, e-mail, or fax, without the assistance of a human intermediary, such as an operator. The system deploys parsing and sorting routines to ascertain the nature of a communication, determine how to handle the communication, and select a roster of representatives qualified to handle the communication. The system determines whether to connect telephone and web browser callers in real time to a qualified representative. The system permits callers to schedule a conference if no representative comes on line. The system can initiate a conference if callers trust the system to hold their telephone numbers. The system delivers e-mails, faxes, and messages from telephone and web browser callers to a qualified representative through an electronic mail system that also transmits replies to message boxes that callers can access anonymously. The system can be configured to transmit replies to e-mails and faxes. Default systems assure that all calls are eventually handled by a representative. The system assures anonymity by concealing the electronic addresses from which users access the system. The system also permits telephone callers to mask their voices by either (1) distorting their speech, (2) dictating streamed messages, or (3) substituting a computer generated voice for their voice.